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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: ) Docket No.: 23453-035  
Michael ZIRNGIBL *et al.* ) Confirmation No.: 5280  
Serial No.: 09/455,534 ) Group Art Unit: 2645  
Filed: December 7, 1999 ) Examiner: Ming Chow  
For: SYSTEM AND METHOD FOR THE CREATION AND )  
AUTOMATIC DEPLOYMENT OF PERSONALIZED, )  
DYNAMIC AND INTERACTIVE VOICE SERVICES, )  
WITH INTEGRATED INBOUND AND OUTBOUND )  
VOICE SERVICES )

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**SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

Pursuant to the duty of disclosure under 37 C.F.R. §§ 1.56, 1.97 and 1.98, Applicants hereby make of record in the above-identified application the documents listed on the attached Form PTO-1449.

Applicants have listed publication dates on the attached PTO-1449 based on information presently available to the undersigned. However, the listed publication dates should not be construed as an admission that the information was actually published on the date indicated.

Applicants reserve the right to establish the patentability of the claimed invention over any of the information provided herewith, and/or to prove that this information may not be prior

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art, and/or to prove that this information may not be enabling for the teachings purportedly offered.

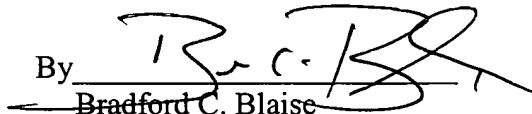
This Supplemental Information Disclosure Statement is being filed more than three months after the U.S. filing date, and after the mailing date of the first Office Action on the merits, but before the mailing date of a Final Action or Notice of Allowance, whichever occurs first. 37 C.F.R. 1.97(c).

Attached is our check in the amount of \$180.00 in payment of the fee under 37 C.F.R. 1.17(p). Please charge any fee deficiencies, or credit any overpayment, to Deposit Account No. 50-0311 as needed to ensure consideration of the Information Disclosure Statement. A duplicate copy of this paper is attached.

It is respectfully requested that the Examiner initial and return a copy of the enclosed PTO-1449.

Respectfully submitted,

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